



FOR IMMEDIATE RELEASE

New Customer Service Center To Open  
*Fairmont Utility Services moving to new location*

FAIRMONT, WV- A new location means better customer service and convenience says The City of Fairmont. The Fairmont Water and Sanitary Sewer Board will move their customer service functions to a new location at 109 Merchant Street (previously the WesBanco Bank Building), on Monday, July 14<sup>th</sup>. The new Customer Service Center (CSC) will offer easier access and parking for customers, as well as faster service with the addition of a drive-thru service.

“This move is about being able to better serve the community,” said City of Fairmont Utility Controller, Mark Moore. “Our current location on the 3rd floor at 200 Jackson Street lacks ample parking for the public. With the move comes better parking, a faster way to pay by using the drive-thru, and better overall customer service.” All utility service transactions will take place at the new Customer Service Center including, utility service payments, new service connections, utility billing inquiries, and requesting a payment plan.

The new building also has a payment only window as soon as customers walk through the first set of doors. The lobby has three additional windows, one being a handicap service window. “Having more service windows and one for our handicap customers is going to change the whole experience of coming to pay your bill,” said David Sago, Utility Manager for the City of Fairmont.

“We have made significant changes by looking at the problems we faced at our old location, but still kept features that were very helpful,” Sago said. There will still be a night drop off box on the Merchant Street side of the building, and the hours of 8:30 am- 4:30 pm, will remain the same.

Debellis Construction began renovations of the building in April and several sub-contractors were involved in the process. The move to the CSC would not have been possible without the efforts of the City Council and their understanding of the need the Water Board had for better customer service.

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